

APPENDIX D

TROUBLESHOOTING GUIDE

D.1 STARTING GRITS/STAT MODULES

Problem	Solution
<p>Problem running on a Local Area Network continually got message:</p> <p>Cannot Locate GRITxxxx.EXE</p> <p>when trying to run any module from the GRITS Main Menu.</p>	<p>This problem occurs when the VMENU.DBF has the wrong path and drive information in the VMENU->DIRPATH and VMENU->PARAM fields.</p> <p>The SETDRIVE.EXE utility in the \GRITS500 directory configures GRITS/STAT 5.0 to run on the drive it has been installed on.</p> <p>Follow the steps below in DOS to run the SETDRIVE.EXE utility.</p> <ol style="list-style-type: none"> 1. If you have installed GRITS/STAT 5.0 on a Local Area Network (LAN) make sure that no users are currently in the GRITS Main Menu. All users must be out of GRITS/STAT 5.0 before running the SETDRIVE Utility. 2. Switch to the \GRITS500 directory by typing <code><CD \GRITS500><Enter></code> 3. Type: <code><SETDRIVE><Enter></code>

D.2 BOTH GRITS STATISTICS MODULES

Problem	Solution
<p>Run Normality Tests under <u>M</u>ethods <u>N</u>ormality <u>T</u>ests. At the bottom of the screen the user is prompted to Print or Continue. If Print is selected the Statistics Module will lockup. The screen may start flashing and garbage will appear.</p>	<p>This bug has been corrected in the April 18, 1997 and April 22, 1997 GRITS Statistics modules. Patches may be downloaded from the GRITS/STAT 5.0 web page at:</p> <p>www.pcengineering.com</p>

<p>Deleting a previously saved dataset with <u>D</u>ataSet <u>F</u>ile <u>E</u>rase produces a "Bad Node" message at the bottom of the screen.</p>	<p>This bug has been corrected in the April 18, 1997 and April 22, 1997 GRITS Statistics modules. Patches may be downloaded from the GRITS/STAT 5.0 web page at:</p> <p>www.pcengineering.com</p>
<p><u>D</u>ataSet <u>F</u>ile <u>R</u>etrieve used on a user defined setup produces a "Bad Node" message.</p>	<p>This bug has been corrected in the April 18, 1997 and April 22, 1997 GRITS Statistics modules. Patches may be downloaded from the GRITS/STAT 5.0 web page at:</p> <p>www.pcengineering.com</p>

When user attempts to select a Graphics Printer an error message appears which says "NO RECS IN SET"

This message occurs whenever the file GDEVICES.NTX is corrupt or missing.

This message can occur when the file GDEVICES.NTX is corrupt. The **GRITS Statistics** module will automatically rebuild the GDEVICES.NTX file if it is not there. To force the Statistics Module to rebuild GDEVICES.NTX simply erase it from the \GRITS500\MODULE1 and \GRITS500\MODULE2 directories on your hard drive. Then start **GRITS/STAT** as you would normally and retry the GraphicsPrinter menu option.

To erase the GDEVICES.NTX file from **GRITS/STAT 5.0** installed on drive C use the following commands at the MS DOS prompt.

1. Type:

 <CD \GRITS500\MODULE1>

 and press the <Enter>.
2. Type:

 <DEL GDEVICES.NTX>

 and press <Enter>.
3. Type:

 <CD \GRITS500\MODULE2>

 and press <Enter>.
4. Type:

 <DEL GDEVICES.NTX>

 and press <Enter>.
5. Type:

 <CD \GRITS500>

 and press <Enter>.
6. Type:

 <GRITSMN>

 and press the <Enter>.

<p>If only one parameter is defined for a given Facility, the <u>D</u>ataSet <u>S</u>cope <u>P</u>arameter list box is empty and does not show the parameter.</p>	<p>This bug has been corrected in the April 18, 1997 and April 22, 1997 GRITS Statistics modules. Patches may be downloaded from the GRITS/STAT 5.0 web page at:</p> <p>www.pcengineering.com</p>
<p>Unable to print plots in GRITS/STAT 5.0.</p> <p>Cannot print probability plots</p>	<p><i>Work around for MS Windows Users</i></p> <p>This work around assumes that the user is familiar with a MS Windows Word Processor such as MS Word for Windows, Lotus Ami Pro or Corel WordPerfect for Windows. In this work around the plot from GRITS/STAT is pasted into a Windows Word Processor. Follow the steps below:</p> <ol style="list-style-type: none"> 1. From MS Windows launch the MS DOS prompt. MS DOS may be found in the Start menu at the bottom left hand corner of the screen in Windows 95. For earlier versions of Windows the MS DOS prompt is usually in the Main folder. 2. DOS should be run full screen. If DOS is running in a window hold the <Alt> key down and press <Enter>. This toggles the DOS window from Windowed to Full Screen. Full screen is required for the GRITS Statistics plots. 3. Start GRITS/STAT as you would normally. 4. Once you have a plot that you want to print on your screen, hold the <Alt> key down and press the <Print Screen> key. This will copy the plot to the Windows clipboard. 5. Hold the <Alt> key down and press the <Tab> key. This will take you back to the Windows desktop. 6. Start your MS Windows word processor. Use the <u>E</u>dit <u>P</u>aste command to paste the plot in your document. <p>See your Word Processor's Documentation for information on formatting and placement.</p>
<p>Loading data into the statistics module. Loading and computing summary statistics when GRITS Statistics bombed back to the GRITS Main Menu.</p>	<p>This bug has been corrected in the April 18, 1997 and April 22, 1997 GRITS Statistics modules. Patches may be downloaded from the GRITS/STAT 5.0 web page at:</p> <p>www.pcengineering.com</p>

Nondetects are being interpreted as 0 (zero) when read into GRITS Statistics.	This is usually caused by entering the observation in GRITS Database or GRITS SAGE with the period “.” shortcut for a parameter that has 0 (zero) as the default detection limit. If a period is used to enter an observation and the parameter’s default detection limit is 0 (zero) the observation is recorded as “ND<?”. GRITS Statistics will interpret this as 0 (zero). To solve this problem edit the “ND<?” entries to “ND<x” where x is the observation detection limit.
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D.3 GRITS STATISTICS INTERVALS MODULE

Problem	Solution
Crash in Parametric Tolerance Interval Method while setting Confidence Level.	This bug has been corrected in the April 22, 1997 GRITS Statistics Intervals Module. The Patch may be downloaded from the GRITS/STAT 5.0 web page at: www.pcengineering.com
Lock-up in the Parametric Prediction Interval Method System lockup during graphical display of results. Lock-up on the textual results screen. Scrolling of textual results scroll bar would let you go down but not let you go back to the top.	These bugs have been corrected in the April 22, 1997 GRITS Statistics Intervals Module. The Patch may be downloaded from the GRITS/STAT 5.0 web page at: www.pcengineering.com
Tolerance Interval seems to require at least one compliance well selected to run. Need to be able to construct a Tolerance Interval when background data alone is present.	This bug has been corrected in the April 22, 1997 GRITS Statistics Intervals Module. The Patch may be downloaded from the GRITS/STAT 5.0 web page at: www.pcengineering.com The only work around available for earlier versions is to place one "DUMMY" well on the Compliance Side and run the test.

<p>Kappa value for Parametric Tolerance Intervals is always coming up 0.</p>	<p>This was caused by a corrupt TABLEA10.NTX or TABLEA12.NTX. To correct this problem delete the following files from the \GRITS500\MODULE1 directory:</p> <p>TABLEA10.NTX TABLEA12.NTX</p> <p><i>Example:</i></p> <p>This example assumes GRITS/STAT 5.0 is installed on drive C on your computer.</p> <p>At the DOS prompt type the following command:</p> <p><DEL C:\GRITS500\MODULE1\TABLE*.NTX></p> <p>and press <Enter>.</p> <p>Start GRITS/STAT as you would normally and try the Parametric Tolerance Interval method again. GRITS Statistics Intervals Module will rebuild the required TABLE*.NTX files.</p>
<p>Using Land's method to compute confidence interval on the log normal mean. Had to choose the confidence level twice before choice was implemented.</p>	<p>This bug has been corrected in the April 22, 1997 GRITS Statistics Intervals Module. The Patch may be downloaded from the GRITS/STAT 5.0 web page at:</p> <p>www.pcengineering.com</p>
<p>If no compliance wells are selected Interval screens will give partial information. (i.e., Parametric Tolerance Interval only gives UL and LL, no Shapiro-Wilk, n, k, etc. ..).</p>	<p>This bug has been corrected in the April 22, 1997 GRITS Statistics Intervals Module. The Patch may be downloaded from the GRITS/STAT 5.0 web page at:</p> <p>www.pcengineering.com</p>

<p>Need to have a Start Date and End Date for Background Data and a Start and End Date for Compliance Data.</p>	<p>For extremely simple cases this work around might suffice. Using the GRITS SAGE Parameter, Date x Well Spreadsheet screen Cut, Copy and Paste data from different time periods into the same time periods.</p> <p>Then create a dataset in either the Statistics/Intervals Module or the Statistics/ANOVA module for the time period that you "kludged" everything into.</p> <p>The steps for doing this are detailed below:</p> <ol style="list-style-type: none"> 1. Make a working copy of your data directory. Create a new directory (or folder) and copy all files from your data directory into your newly created work directory. <p><i>Example</i> ABC Landfill's GRITS/STAT data is currently in the C:\ABC directory. Create a new directory: C:\ABCWORK and copy all files from C:\ABC to C:\ABCWORK.</p> <ol style="list-style-type: none"> 2. Start GRITS/STAT as you would normally and choose the GRITS SAGE option. 3. Select the Choose Directory... option from the Data System Main Menu. 4. Press <Enter>. GRITS SAGE will scan your hard drive and build a list of directories. Use the arrow keys and highlight your newly created working directory and press <Enter> key. Any modifications you make in GRITS SAGE will only affect the files in your working directory. 5. Select the Parameter, Date x Well Spreadsheet option from the SAGE Datasystem Main Menu. 6. Use the Cut, Copy and Paste options to align the observations you wish to analyze into the same date range. <p>To cut a block of observations from the spreadsheet: hold the <Shift> key down and use the arrow keys to highlight the range of observations that you want to move.</p> <p>Hold the <Shift> key down and press the <Delete> key.</p> <p>Release the <Shift> key and arrow to the desired position in the spreadsheet.</p> <p>Hold the <Shift> key down and press the <Insert> key.</p> <p>Repeat this operation to line up the observations in each column.</p> <p>Press <F1> for on-screen help for spreadsheet keystrokes.</p>
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D.4 GRITS ADVANCED REPORTS

Problem	Solution
If the user requests that a report be printed to a spreadsheet file, the program asks the user to specify a file name. If a file name is entered without the path the program produces an error message "PATH NOT FOUND"	<p>Specify a the full path of the directory you wish to put the file in.</p> <p><i>Example</i></p> <p>If you wish to generate a file named ABOVEMCL.PRN in the C:\GRITS500 directory the file name would be:</p> <p>C:\GRITS500\ABOVEMCL.PRN</p>
If the user selects a new, unindexed Facility in a new path the program proceeds with indexing; but when the user requests a report, an error message appears stating PARM5.NTX cannot be opened.	Correct this problem by going to the GRITS Utilities Module and executing the Pack & Index option of the INDEX MENU.

<p>Does not let you print. Crashes back to the main menu. Here are the steps to reproduce this crash:</p> <ol style="list-style-type: none"> 1. Select GRITS Advanced Reports from the GRITS Main Menu. 2. Press <F7> to select all Parameters. 3. Press <F3> to jump to the Wells and press <F7> to select all Wells. 4. Press <F4> to jump to the Sample Dates and <F7> to select all Sample Dates. 5. Press <F6> for the Reports menu. Select any report. 6. When viewing the on screen results press <P> for the Print option. This brings up the OUTPUT MENU. 7. Press <P> to Print Results. This brings up the Orientation Menu. 8. Press <P> or <L>. 9. This brings up an Error/Base 1449 Syntax Error & box with a Quit option. Quit terminates the Advanced Reports module. 	<p>This crash can occur if no printer has been selected. To select a printer follow the steps below:</p> <ol style="list-style-type: none"> 1. Select the GRITS Utilities module from the GRITS Main Menu. 2. Press <P> for the PRINTER OPTIONS menu. 3. Press <S> for the Select A Printer option. 4. Select the desired Printer from the pop-up list. <p>Note: If your printer does not appear in the list you may need to create an entry for your printer with the Add a Printer option in the PRINTER OPTIONS menu. Note that the only field that requires entry is the Printer Name field. I recommend that unless you are familiar with your printers Escape Sequences that you leave all other entries blank. If you have to add your printer to the list be sure to go through steps 1 through 4 above before going back to the GRITS Advanced Reports Module.</p>
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D.5 GRITS DATABASE

Problem	Solution
DOS SHARE command will cause system failure when you "Add a Parameter" or "Create Skeletons"	This problem has been corrected in GRITS/STAT 5.0 . For earlier versions SHARE must be removed from AUTOEXEC.BAT and CONFIG.SYS.

<p>The following steps causes a crash in GRITS Database:</p> <ol style="list-style-type: none"> 1. Select the Use Program Data Editor from the GW DATA ENTRY MENU. Select the Add/Change/Del Results from the EDIT GW DATA MENU. Select a Date and Well. 2. Use the up and down arrow keys to highlight a parameter with a non-empty result field. 3. Press <F5> to Change the Data Qualifier. 4. Select the Change Data Qualifier option of the CHG DATA QUAL MENU. 5. Press the <F1> key for a list of Data Qualifier Codes. <p>This gives an Argument Error: TRIM message. Press <Enter>. GRITS Database bombs back to the GRITS Main Menu.</p>	<p>This problem has been fixed in GRITS/STAT 5.0b. GRITS/STAT 5.0b is available on the Internet at:</p> <p>www.pcengineering.com</p>
<p>Cannot make changes to a user constructed package</p>	<p>Parameter packages are stored in the PMTR_PAK.DBF file in the \GRITS500\GRITUTIL directory. Users familiar with FoxPro, dBase or CA-CLIPPER may change the PMTR_PAK.DBF directly (outside of GRITS/STAT with a DBF editor). After making your modifications to the PMTR_PAK.DBF execute the Pack & Index option from the INDEX MENU in GRITS Utilities.</p> <p>Please note, however, that changes made to the PMTR_PAK.DBF file ARE NOT automatically reflected in existing facility data. The parameter data for a given facility is stored in the PARAMS.DBF file in the facility's data directory. To change the parameter list for a given facility use the Parameter Data Editor in the FILE DATA ENTRY MENU in GRITS Database or the Parameters Database option of the Code Support Screen... menu in GRITS SAGE.</p>

D.6 GRITS UTILITIES

Problem	Solution
<p>Version Convert for GRITS/STAT 4.1x to GRITS/STAT 5.0.</p> <p>When using the VERSION CONVERT / 4.1x to 5.0 menu option GRITS Utilities crashed with the following error message:</p> <p>Create Error C:\GRIT500\GRITTEMP\GWDATA.DBF DOS Error 3</p>	<p>DOS Error 3 occurs when a program tries to write to a non-existent directory. One simple work around is simply create the directory at the DOS prompt or in the File Manager in MS Windows.</p> <p><i>Example</i></p> <p>The error message reads:</p> <p>Create Error C:\GRIT500\GRITTEMP\GWDATA.DBF DOS Error 3</p> <p>This means that the C:\GRITS500\GRITTEMP directory does not exist.</p> <p>Use the following DOS commands to create the C:\GRITS500\GRITTEMP directory.</p> <p><MD C:\GRITS500\GRITTEMP> <Enter></p> <p>(This command creates the C:\GRITS500\GRITTEMP directory)</p> <p><COPY C:\GRITS500\GRITINST*. * C:\GRITS500\GRITTEMP></p> <p><Enter></p> <p>(This command insures that a blank copy of the GRITS database files are in the C:\GRITS500\GRITTEMP directory.</p> <p>Note: Changes have been made to the current version of GRITS/STAT to create the \GRITS500\GRITTEMP directory on the fly if required.</p> <p>GRITS/STAT 5.0b may be acquired at:</p> <p>www.pcengineering.com</p>
<p>Colors changed with the Set Colors option of the EDIT COLORS menu are not being saved.</p>	<p>This bug has been fixed in the latest version of GRITS/STAT.</p> <p>GRITS/STAT 5.0b may be acquired at:</p> <p>www.pcengineering.com</p>

<p>The VERSION CONVERT menu options should handle the GSCOPE.DBF and GSWELLS.DBF files. (The are the files that contain the GRITS Statistics Datasets).</p>	<p>The GSCOPE.DBF and GSWELLS.DBF files have not changed from GRITS/STAT 4.1x to GRITS/STAT 5.0x. Simply copy the files from your GRITS/STAT 4.1x data directory to the GRITS/STAT 5.0x data directory.</p> <p><i>Example</i></p> <p>After executing the VERSION CONVERT to convert the GRITS/STAT 4.1x files from the \ABCLAND directory, the resulting GRITS/STAT 5.0x files are placed in the \ABCLAND5 directory.</p> <p>At the MS DOS prompt the following command in issued to copy the GSCOPE.DBF and GSWELLS.DBF files into the newly created GRITS/STAT 5.0x data directory:</p> <p><COPY \ABCLAND\GSCOPE.* \ABCLAND5> <Enter> <COPY \ABCLAND\GSWELLS.* \ABCLAND5> <Enter></p>
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D.7 GRITS SAGE

Problem	Solution
<p>Report fails to print and the message BAD COMMAND OR FILE NAME briefly appears on the screen.</p>	<p>This was caused by missing R&R Runtime files from GRITS500 install diskettes. The missing files are:</p> <p>RRUN.EXE RRUNTIME.EXE</p> <p>The missing files are also used by the GRITS Statistics modules. Copy all RR*.EXE files from the \GRITS500\MODULE1 directory to the \GRITS500\GRITSAGE directory.</p> <p><i>Example</i></p> <p>This example assumes that GRITS/STAT 5.0 has been installed on drive C. (If you have installed GRITS/STAT 5.0 on a drive other than C, substitute your drive for C in the DOS command below.)</p> <p>At the DOS Prompt type:</p> <p><COPY C:\GRITS500\MODULE1\RR*.EXE C:\GRITS500\GRITSAGE></p> <p>and press <Enter> key.</p> <p>Note: Correct installation diskettes may be obtained at:</p> <p>www.pcengineering.com</p>

Getting a "Printer Unavailable" message when trying to print a report from the Groundwater Reports menu.	Make sure the printer is powered, has paper and in on-line. Also, make sure that the selected printer is set to the correct port (see section 10.9.2 for information on configuring printers).
Error Message encountered when trying to execute GRITS SAGE : "IPX/SPX Loaded, No Network User ID"	<p>This error appears if Novell Network Drivers are loaded (i.e., IPX, NETX, etc.) But the user is not logged in.</p> <p>There are two solutions to this problem:</p> <ul style="list-style-type: none"> • Simply Login or • Don't Load Network Drivers.

D.8 GRITS EXPORTER

Problem	Solution
Exported file contains blank lines which must be deleted with a ASCII File Editor (i.e., MS DOS EDIT)	<p>This bug has been fixed in the latest version of GRITS/STAT.</p> <p>GRITS/STAT 5.0b may be acquired at:</p> <p>www.pcengineering.com</p>

D.9 GRITS REPORTER

Problem	Solution
Can only print reports to LPT1:	GRITS Reporter is hard coded to print reports to LPT1: